

VOLUNTEER COORDINATOR
(Department)

DEFINITION

To plan, recruit, and coordinate a volunteer workforce for a department; publicize the department volunteer program, and act as a community liaison between local service groups and the department.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from a designated manager.

ESSENTIAL FUNCTIONS – Functions may include, but are not limited to, the following:

Develop, implement, and maintain an on-going plan for recruitment, placement, and retention of volunteers.

Screen applications and interview prospective volunteers.

Make public presentations to community and service organizations.

Conduct orientations informing volunteers of basic program or department services, policies and procedures, and safety guidelines.

Assess volunteers' skills to correspond with the needs of the program or department; coordinate with staff to determine assignments for volunteers.

Monitor daily workforce levels by contacting replacements in case of illness or absence.

Maintain appropriate volunteer records including schedules and daily attendance using a computer. Compile monthly, quarterly, and annual volunteer hour reports.

Research and monitor volunteerism trends.

Oversee volunteers' assignments; assist in resolving performance issues.

Interact with the public and respond to inquiries, both verbal and written.

Coordinate recognition events and appropriate incentives for volunteers.

Maintain communication with the citywide volunteer coordinator.

Perform other related duties as assigned.

When Assigned to the library

Act as liaison with schools, Friends of the Library, and other community groups.

Screen applications and interview prospective interns.

Have knowledge of public libraries and work practices.

When Assigned to the Senior Center

Act as liaison with other community groups.

Oversee the Life Option program.

Have knowledge of web site management.

Development of programs and special interest groups.

MINIMUM QUALIFICATIONS

Knowledge of:

Principles and practices of recruiting and training of volunteers.

Principles of public relations and conflict resolution techniques.

Principles of public speaking.

Principles and practices of supervision.

Computer equipment and software applications related to assignment.

Principles of record keeping.

English usage, spelling, grammar, and punctuation.

Ability to:

Plan, coordinate, and evaluate the work of volunteers.

Analyze and problem-solve situations.

Speak effectively before individuals and groups.

Use computer equipment and software applications related to area of assignment.

CITY OF CHULA VISTA
Volunteer Coordinator (Department)

Prepare periodic reports and other correspondence related to assignment; keep related records files.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain cooperative working relationships with those contacted in the course of work.

Work with a flexible schedule.

Work with various cultural and ethnic groups in a tactful and effective manner.

Experience and Training

Any combination of education and/or experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Two years of extensive public contact with supervisory experience; supervision or management of volunteers desirable.

Training:

Equivalent to completion of an Associates Degree from an accredited community college with major course work in psychology, sociology or a related field.

License or Certificate

Possession of a valid California driver's license.

PHYSICAL DEMANDS

On a continuous basis, sit at desk for long periods of time; moderate standing may be required in conducting orientation sessions. Intermittently twist and reach office equipment above and below shoulders; use telephone, write or use keyboard to communicate through written means; may lift up to 10 pounds. See in the normal vision range with or without correction to read typical business documents and computer screens; hear in the normal range with or without correction.

WORKING ENVIRONMENT

Work is mostly performed within an even-floored, carpeted, and air-conditioned building environment with fluorescent lighting and a moderate noise level. There is exposure to outside atmospheric conditions, traffic, and noise when going to meetings or outlying offices/buildings. Work is frequently disrupted by the need to respond to in-person and telephone inquiries.

4/05